

01.5.2015

## FAQ – Web Help Desk

To  
Social Services Staff

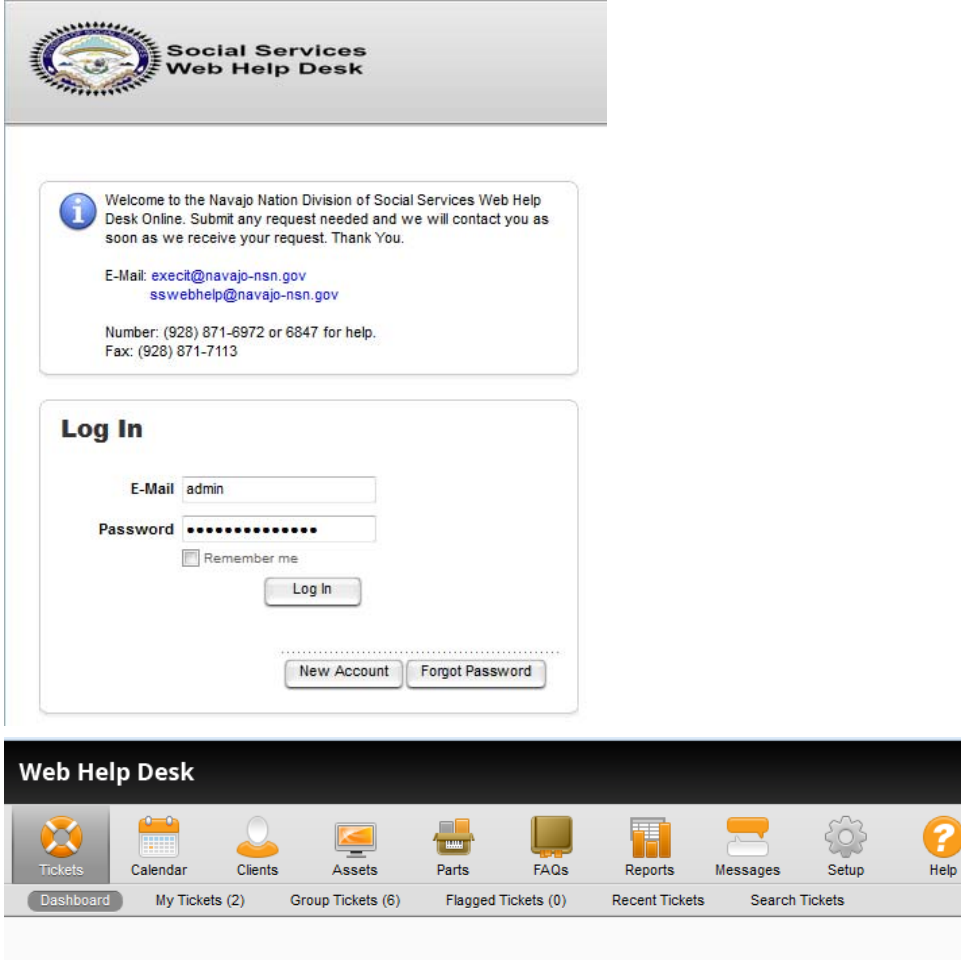
From  
Shawn Reed  
Computer Operations  
Manager

CC

Re  
FAQ

### Comments:

The frequent asked questions are available on the Web Help Desk. Only a few are added and more will be added. The FAQ is to be able to know how to fix minor problems that you are facing with your system. Try these out first and if the problem still occurs then complete a web help desk ticket. More will be added to the FAQ section in the Web Help Desk.



The screenshot displays the 'Social Services Web Help Desk' interface. At the top, there is a header with the Navajo Nation logo and the text 'Social Services Web Help Desk'. Below this, a welcome message states: 'Welcome to the Navajo Nation Division of Social Services Web Help Desk Online. Submit any request needed and we will contact you as soon as we receive your request. Thank You.' It provides contact information: E-Mail: [execit@navajo-nsn.gov](mailto:execit@navajo-nsn.gov) and [sswebhelp@navajo-nsn.gov](mailto:sswebhelp@navajo-nsn.gov); Number: (928) 871-6972 or 6847 for help; Fax: (928) 871-7113.

A 'Log In' section follows, featuring input fields for 'E-Mail' (containing 'admin') and 'Password' (masked with dots). There is a 'Remember me' checkbox and a 'Log In' button. Below the login fields are links for 'New Account' and 'Forgot Password'.

The bottom section, titled 'Web Help Desk', contains a navigation bar with icons and labels for: Tickets, Calendar, Clients, Assets, Parts, FAQs, Reports, Messages, Setup, and Help. Below this bar is a secondary navigation row with links: Dashboard, My Tickets (2), Group Tickets (6), Flagged Tickets (0), Recent Tickets, and Search Tickets.

## Navajo Nation Division of Social Services

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[sreed@navajo-nsn.gov](mailto:sreed@navajo-nsn.gov)



**Web Help Desk** solarwinds

Tickets Calendar Clients Assets Parts **FAQs** Reports Messages Setup Help Social Services

Category:  Contains:  **AND** OR FAQ #:  Approved: Yes Expired: No Clear Search

Company:  Location:  Department:  Model:

New FAQ Edit Delete TSV Excel Page size: 100 Column Set: Default

No.	Category	Question/Answer	Updated	Approved	Rating
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**Web Help Desk** SO

Tickets Calendar Clients Assets Parts **FAQs** Reports Messages Setup Help Social Service

Category:  Contains:  **AND** OR FAQ #:  Approved: Yes Expired: No Clear

Company:  Location:  Department:  Model:

New FAQ Edit Delete TSV Excel Page size: 100 Column Set: Default

No.	Category	Question/Answer	Updated	Approved	Rating
<input type="checkbox"/>	IT Request • Hardware Support • Desktop • Repair Request	My computer is too slow <a href="#">Show Answer</a>	12/31/2014 8:20 AM Social Services	Yes	☆☆☆☆☆ (0 Votes)
<input type="checkbox"/>	IT Request • Hardware Support • Printer / Copier / S... • Repair Request	My printer won't print <a href="#">Show Answer</a>	12/31/2014 8:22 AM Social Services	Yes	☆☆☆☆☆ (0 Votes)
<input type="checkbox"/>	IT Request • Software Support • E-Mail • Repair Request	I can't open email attachments <a href="#">Show Answer</a>	12/31/2014 8:23 AM Social Services	Yes	☆☆☆☆☆ (0 Votes)

**Web Help Desk**

TicketsCalendarClientsAssetsPartsFAQsReportsMessagesSetupHelp

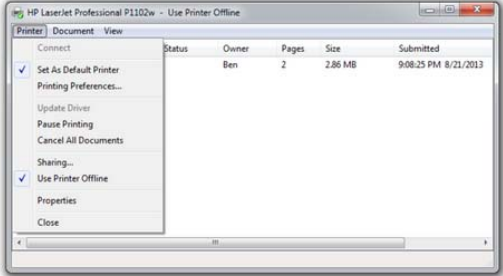
Bookmark URLhttp://sswebhelp.navajo.org:8081/helpdesk/WebObjects/Helpdesk.woa/wa/FaqActions/view?faqId=1

CategoryIT Request • Hardware Support • Printer / Copier / Scanner • Repair Request

QuestionMy printer won't print

Answer

Let's assume that your printer's drivers are up-to-date, and that it has enough paper and ink or toner to print. Try turning the printer off and on. Unplug the printer and plug it back in. Check your printer's print queue by looking for the printer icon in the system tray and double-clicking it. The print queue shows you the status of each job as well as the general status of your printer.



The print queue is your best bet for troubleshooting printer problems—just make sure that 'Use Printer Offline' isn't selected. Ensure that 'Use Printer Offline' isn't checked. Sometimes, printing while your printer is turned off can cause Windows to set your printer to work offline, and that can stall jobs sent later.

AudienceEveryone

ModelsAll

CompaniesAll

LocationsAll

DepartmentsAll

Attachments

Created BySocial Services

Last Updated BySocial Services, 12/31/2014 8:22 AM

ApprovedYes

Expiration DateNone

Rating☆☆☆☆☆ (0 Votes)

Done